

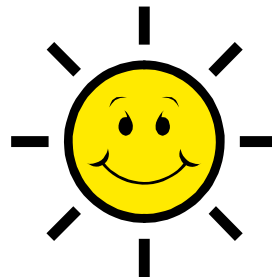


## HEALTH CHECK

### WHO NEEDS A WELL CHILD CHECK-UP?



Many health problems begin before your children look or feel sick.



If your child is enrolled in EqualityCare, he or she can get FREE Well Child **Health Check** Exams; these exams help keep your children healthy. Many health problems begin before children look or feel sick. Regular **Health Check** exams can find problems and treat them before they get worse.

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### What is included in a well child health check?

- ⇒ A head to toe physical exam
- ⇒ Immunizations (shots)
- ⇒ Tests for anemia & lead
- ⇒ Height, weight and development check
- ⇒ Nutrition check (eating habits)
- ⇒ Vision, dental and/or health screening
- ⇒ Health information (potty training, biting, fighting, walking, talking)

#### Special points of interest:

- Well Child Check-Ups
- Summer Safety Tips
- Emergency Travel Policy
- Text4Baby
- Client Web Portal
- Important Telephone Numbers

## STARTING SCHOOL

Attitudes about starting school can vary widely from age to age. Use these tips to help your child feel more confident at each stage.

### Preschool

This may be the first time your child attends school, or if he has been in daycare or playgroups, the first time in a more formal school setting.

Preschoolers are often worried about practical issues such as, "When are you coming back? Where is the bathroom? What if I can't open my lunchbox? What if I don't want to nap?"

Plan to stay around the classroom for a while for the first few days to help with any transition issues, if you can. If your child doesn't want you to go, look for something you know your child likes to do. Young kids often like physical materials like play dough that they can work with their hands.

Turn to the teacher or guidance counselor for assistance if your preschooler won't let you leave. Many preschool teachers have been dealing with separation issues for years, and if you picked the right school, you are leaving your child in good hands. You can often call later to check on your child.

Some preschoolers may have trouble eating or sleeping and melt down on the way to or home from school. Some may be angry at their parents for sending them to school and have trouble sleeping on Sunday nights. This phase is normal as kids are adjusting to a lot of new experiences, and usually short-lived, but if it continues you should consult with your school.

### Kindergarten

Kindergarten often means the start of a new and bigger school. Kindergartners have many of the concerns of [preschoolers](#) about leaving home, plus some new ones.

There are many new things for your child to adjust to in kindergarten. There may be more children in the class and on the playground. The school day itself may be longer, and there may be many new friends to meet. Kindergarten becomes more comfortable once kids get used to and understand the routines.

### First & Second Grades

The initial transition is usually a little easier for students in these grades because they know the school and its routines. However, they may have some initial separation problems, like missing Mom or missing their friends from last year's class. Some may feel sad about leaving their old teacher and not want to start school with another teacher because they are worried they may not like her. Some may also have trouble letting go of the last days of summer and starting a more structured routine. If children are entering a new school in these grades, you will want to introduce them to it just as you would a younger child, but do it an age-appropriate way.

### Third through Fifth Grades

At this age, kids may really feel they "own" their school; they know how to find their way around, and are generally excited to return. Their big issues are adjusting to a new teacher, and studying and doing homework again after the summer. They may like their teachers less, because more work is expected.

Some children may feel a bit lost academically, as they may not think they remember everything they knew when school ended last spring. It's useful to remind them that the new school year starts with a review of last year, and it may be helpful to go over homework routines to get them off to a good start. It may also be very useful to review memos from your child's teacher together to make expectations clear.

## KIDS PLAYING OUTSIDE

Climbing trees, stalking bugs, splashing in mud puddles after a rain. Kids, nature, and the great outdoors just go together. The problem is, with school recesses being decreased and the increase in electronic and computer games and activities, kids are spending less time outside. There is new research that says that kids who play outside do better in school. Outdoor play can increase attention span and self control, even in kids who have been diagnosed with ADHD (Attention Deficit Disorder). And of course playing outdoors helps kids stay active and helps them get enough Vitamin D, an important vitamin for everyone. Experts agree that kids should spend time outdoors every single day, unless the weather is dangerous such as a thunderstorm.

Here are some tips for getting your kids outside more often.

- ◆ Experts suggest that kids take at least one hour out of each day for outside or nature play. You can start slower and smaller with just 10-15 minutes a day and work up to one hour.
- ◆ Try to plan outdoor activities at a park or other place where there are interesting things to see like trees, flowers, etc.
- ◆ Pack an outdoor play bag that includes sunscreen, bug spray and water bottles. That way you always have things ready in one place when its time to play outside.
- ◆ It's important to remember to apply sunscreen and make sure kids get plenty of water to drink when playing outside on hot days.



## WHEN SHOULD I TAKE MY CHILD TO THE EMERGENCY ROOM?



Emergency rooms are for emergencies and life-threatening situations, and should not be used for any other purpose. Emergency room care is expensive. Do not go to the emergency room for care that should take place in a healthcare provider's office, such as sore throats, colds, flu, earache, minor back pain, and tension headaches.

Emergency care is covered 24 hours a day, 7 days a week. An emergency is a serious threat to your child's health. If you believe your child has an emergency, go to the nearest emergency room or call 911. Some examples of emergencies are:

- |                                  |                               |
|----------------------------------|-------------------------------|
| > Trouble breathing              | > Bleeding that does not stop |
| > Chest Pain                     | > Vomiting blood              |
| > Severe cuts or burns           | > Broken bones                |
| > Loss of consciousness/blackout |                               |

## CLIENT WEB PORTAL (<http://wyequalitycare.acs-inc.com>)

The client secured Web portal is available and offers you the following opportunities 24 hours a day and 7 days a week:

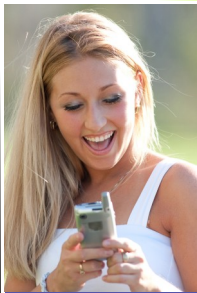
- Check your EqualityCare eligibility.
- Ask EqualityCare questions regarding your benefits or covered services, etc.
- You may request a replacement EqualityCare client ID card.
- Make transportation requests when covered by your benefit plan. Certain requests will need to continue to be made through the ACS Transportation Call Center.

**NOTE:** The above requests must be made in the Client Secured Web Portal. To gain access to the secured area you must first register. On the EqualityCare Home page under "Client" there are on-line instructions on how to complete the registration process. From the Client Home page go to "*First time to the client secured portal?*" and click on "Client Web Registration" to complete the registration process. To register you will need either the EqualityCare client ID number or SSN (Social Security Number), date of birth and first and last name.

You do not need to register to access general information:

- Find a Wyoming EqualityCare doctor, dentist, hospital or clinic in your area or in a specific town, city or state.
- Contact information
- EqualityCare Handbook
- This newsletter and other client materials
- Frequently Asked Questions





## TEXT4BABY

The National Healthy Mothers, Healthy Babies Coalition (HMHB) is launching text4baby, a free mobile information service that provides pregnant women and new moms with information to help them care for their health and give their babies the best possible start in life. Women who sign up for the service by texting BABY to 511411 (or BEBE in Spanish) will receive free SMS text messages each week, timed to their due date or baby's date of birth. You may also go to the following link to sign up: <http://www.text4baby.org/index.html>.

## EMERGENCY TRAVEL POLICY REMINDER

Transportation call center agents are required to document the appointment dates and times for each travel request. This information will assist in determining if overnight stays should be provided.

Emergency Fund requests will be granted for \$100 or more in an emergency situation. Emergency Funds will not be given if the transportation reimbursement is less than \$100.

When a client requests emergency funds and the reimbursement amount is \$100 or more, the transportation call center agents are required to contact the provider to verify the appointment is scheduled. Once this verification has occurred the agents will notify the client's DFS office.

An emergency fund request is limited to one (1) per 30 days per client (not per family). Routine appointments or appointments that are weeks or months in the future are not eligible for emergency funds. Regular funds are available for these routine or planned appointments.

If the client requests an overnight stay, a copy of the hotel receipt with their Travel Authorization Confirmation Packet or Emergency Travel Authorization Confirmation Packet is required.

All verifications must be the original documents (no copies or faxes) and must include client name, appointment date and time and signed by the physician, nurse, receptionist/biller, or office manager. Please keep a copy for your records. The only verification forms that will be accepted by the transportation call center will be the following:

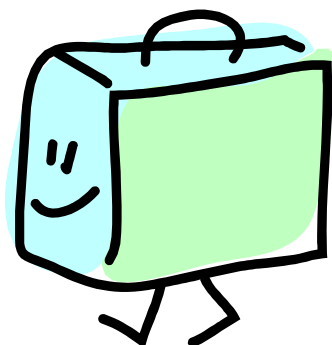
- A. The original physician or facility's Super Bill given at the time of check-out.
- B. Verification information on physician or facility letterhead.
- C. Verification information on the physician or facility's tamper resistant Rx pad.

Providers will be contacted to verify attendance of appointments. If an appointment is not attended, notify the transportation call center immediately.

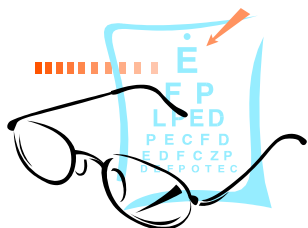
Transportation Call Center — 1-800-595-0011 — M-F 9 am - 5 pm MST

Travel to a Psychiatric Residential Treatment Facility (PRTF):

- Must be authorized prior to travel
- Must be for admit, discharge, or family therapy and must have State approval
- Therapy visits will only be reimbursed every other month



## REMINDER



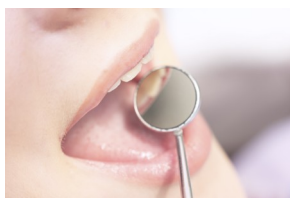
As of January 1, 2010, EqualityCare pays for one (1) pair of glasses per 365 days for Children under the age of 21.

## WHERE SHOULD I TAKE MY CHILD FOR CHECKUPS?



Your doctor, a clinic, health center, or local health department can provide Well Child **Health Checks**. It is best to establish a "medical home", a place where they know your child's history. Find a place in

your area to provide this medical home. For Dental exams, make an appointment with a dentist in your area.



## MAKING AN APPOINTMENT...

- > You may make an appointment directly with your child's doctor or dentist (ask if they will accept EqualityCare before making the appointment).
- > It is important for you to keep your child's appointment. The doctor and dentist reserve time especially for your child. If you cannot keep your child's appointment, call and tell them as soon as possible.
- > When you go for your child's appointment, take your child's EqualityCare card and immunization record.

## WHEN SHOULD MY CHILD HAVE A HEALTH CHECK?

Getting a Health Check at the right time is the best way to make sure your child gets the medical care he or she needs.

### Babies need check-ups at:

- ✓ 1 month
- ✓ 2 months
- ✓ 4 months
- ✓ 6 months
- ✓ 9 months
- ✓ 12 months

### Toddlers need checkups at:

- ✓ 15 months
- ✓ 18 months
- ✓ 24 months (2 years)

### Young children need checkups at:

- ✓ 3 years      ✓ 5 years
- ✓ 4 years      ✓ 6 years



### Older children and Teenagers need:

- ✓ A checkup every year

## WHO SHOULD I CALL?

- If you have any questions on your EqualityCare benefits please contact ACS at 1-800-251-1269.
- For Children's Special Health (CSH) eligibility, call your local Public Health Nursing (PHN) office. For information on services and limitations for the CSH programs, call (307) 777-7941 or 1-800-438-5795.
- For travel reimbursement, call 1-800-595-0011.
- To apply for assistance in purchasing nutritional food items (i.e. formula, juice, milk, eggs, etc.) through the Women, Infants, and Children (WIC) program, contact your local WIC office.



### For children enrolled in KidCare CHIP:

- If you have any questions on your KidCare CHIP health or vision benefits, please contact Blue Cross Blue Shield of Wyoming at 1-800-209-9720.
- If you have any questions on your KidCare CHIP dental benefits, please contact Delta Dental at 1-800-735-3379.

*\* KidCare CHIP is not an EqualityCare Program*



Visit our website at  
[www.health.wyo.gov/equalitycare](http://www.health.wyo.gov/equalitycare)



The Wyoming Department of Health is the primary State agency for providing health and human services. It administers programs maintaining the health and safety of all citizens of Wyoming.

#### Mission

We envision a Wyoming in which all citizens are able to achieve their maximum health potential: a Wyoming in which early intervention, wellness, health promotion, and health maintenance programs are the primary approach for solving health problems: a Wyoming in which at-risk citizens receive culturally appropriate and sensitive services: a Wyoming in which we and future generations are healthy, vital, and productive so as to seize the opportunity to live our individual dreams and enjoy the benefits of our bountiful resources and natural beauty.



Wyoming  
Department of Health  
Office of Healthcare Financing

Our mission is to promote,  
protect and enhance the health  
of all Wyoming citizens.

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YOUR HEALTH CHECK NEWSLETTER

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Cheyenne, WY 82002  
Email: [wdh@health.wyo.gov](mailto:wdh@health.wyo.gov)

